

FMNP Customer Training Tips for Agencies

Enrollment



The online FMNP authorized Farm & Market list can be hard to find and use for some shoppers – support your clients in finding the locations that are most convenient for them. Encourage them to call the farm or market ahead of time to make sure they will be open during their listed hours.

Schedule FMNP sign up days for seniors! Seniors can be enrolled in FMNP by their county agency at any location as long as there is access to wifi. Reach out to your local senior residences, nutrition sites, or FMNP-authorized farms or markets to plan a "Senior Day" to enroll more eligible individuals at those sites.

Benefit Balance



Shoppers should know their available balance before shopping so there are no surprises. They can check using their online account, or can ask the farm or market to scan their QR code to check their balance.

Encourage shoppers to double check their purchases! Transactions can only be voided by the farmer within one hour, and only if no other FMNP transactions have been processed. FMNP benefits cannot be refunded.

At the Market



Ensure your clients understand that FMNP benefits are only for FRESH, LOCALLY GROWN FRUITS, VEGETABLES, AND HERBS

Farms & Markets that accept FMNP will have a laminated yellow WIC poster up at their sites. Shoppers should look for this yellow sign to know where to redeem their benefits.

With the new QR code system, FMNP shoppers can spend in any amount, and no longer need to spend in \$5 or \$6 increments. They will receive all their benefits at the start of the season, and will spend down the account by November 30th.

Farmers and Market Managers are trained in working with FMNP shoppers – encourage your clients to ask questions and engage with the farmers and markets where they shop!

